

PATENT APPLICATION
Attorney Docket No. D/A2038
Examining Group 3627

CERTIFICATE OF TRANSMISSION

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March 8, 2004
Date

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

OFFICIAL

Application of: Vincent Vaccarelli et al.

Confirmation No.: 4221

Appl. No.: 10/083,263

Art Unit: 3627

Filed: February 25, 2002

Examiner: Kramer, James A.

For: CUSTOMER SATISFACTION SYSTEM AND METHOD

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT UNDER 37 CFR 1.111

Sir:

This is in response to the first Office Action mailed December 23, 2003, in the above-identified application.